

**Legal Aid and Defender Association, Inc.
Management Institute**

OBJECTIVES

1. To introduce basic tools and concepts of management and leadership.
2. To get members of the Manage Group thinking and acting as members of a team.
3. To apply basic tools and concepts in learning sessions and in the workplace.
4. To expose managers to management/leadership concepts that come from a variety of external experts and professionals.
5. To instill into the Management Group expectations and goals as articulated by executive leadership.
6. To merge continuous management learning into the organization's culture.
7. Ultimately, to perform better as individuals and as an organization, thus improving the quality and quantity of service to clients and community.

DESIGN

- Each course is four hours in length, two sessions in a day to split group.
- Faculty will be coached and receive curriculum orientation.
- Each course is preceded by reading assignments/e-links found in Management Group E-letter.
- Each course will include a "light" take-home book or learning tool.
- Each course is interesting and compelling with considerable use of visual aids, handouts, role-playing and engaging discussions involving everyone.
- The Management Institute will provide incentives and rewards for exemplary levels of participation.
- The Management Institute will ask the Management Group for its input in future course design and content.
- Quality of sessions will be equal to or better than management seminars held elsewhere.

2 yr ahead
2004 -
2005 -
2006 -
Mentor or
plus HR
session
1 or 2
possible
another
session

IMPLEMENTATION

Curriculum and Schedule

January 7, 2004

Orientation

60-90 minute meeting explaining purpose and objectives, expectations, and review of curriculum of Management Institute. Deierdre Weir

January 21, 2004

Mgt. 101 – Myers-Briggs Type Indicator (BMTI©)

Administer MBTI©. Discussion of different personality types and how they determine management styles and interact in the workplace. Revisit manager v leader. Faculty: Lee Ann Crowley

February 11

Mgt 103 -- Managing People

Motivating employees. Working with employee strengths and weaknesses. Dealing with difficult employees. Conflict resolution. Team building. Role-playing exercises. Faculty: Yvonne Brownlee

March 3

Mgt 102 -- Applied Management

Learning the tools of management for everyday application. Goal setting. Time Management. Problem solving. Management styles and technique. Faculty: Stella Cowan

March 24

Mgt 104 – Technology in Today's Workplace

The role of technology. Today's knowledge worker. Managing the rapid flow of information and knowledge. Information moving horizontally and in circles, rather than top down. Intellectual capital. Information silos. Role of the Intranet. Faculty: TBA

Curriculum and Schedule (cont'd)

April 22

HR 101 – Human Resources

Discussion and role of HR. Employment law relating to sexual harassment, interviewing, discipline, discrimination. Faculty: Ted Oppewahl

May 13

Mgt 201 – Cultural Competency

How to manage a diverse workforce. Faculty: Joe Baker

June 24

Org Dev 101 – Organizational Development

Defining and understanding an organization. Leaders and members. Organizational culture. Change Management. Faculty: Deirdre Wier

September 15

Mktg 101 -- Organizational Marketing

What is organizational marketing? Manager's role in internal and external marketing. Defining and nurturing relationships with key markets and stakeholders. The Manager-Advocate. Work with Media. Faculty: Roger Lennert

October 20

Mgt 202 – Strategic Planning

The organization's vision and mission. Management's role in strategic planning. Faculty: Janet Palmer

November 1

Final Exam. E-version of final exam. A "take-home" exam delivered by e-mail that can be done at leisure on computer. Purpose is to recap the year and tie it all together. PDF format so that answers can be entered on exam document.

November 12-13

Management Conference 2004

Graduation



**Legal Aid and Defender Association, Inc
Management Institute**

2005 Curriculum

March 23

Creating a New Vision for the Organization

*Discussion and exercise around our Organization's Vision and Mission as it continues to grow and change. Management Group begins to draft Vision Statement that will be used in future sessions. **Michael Sage**, DTE Strategic Planning*

April 20

Mentoring & Coaching

*Learning how to share the wealth of intellectual capital and knowledge that exists within the Management Group and putting into place a mentoring-coaching system. **Lorrie Johnson***

May 18

The entire Management Group @ 10:30 am – 1:30 pm
Emotionally Intelligent Leadership

*In our first interactive webinar, leadership guru Daniel Goleman will make his case for the "emotionally intelligent" leader. This will be a live Internet presentation in the 25th floor education center and be facilitated by **Cynthia Grant-Brown**, a certified emotional intelligence consultant.*

June 22

Time Management

*Time management expert **Leucetia Horton** will take us through real-world methods of making the most of your time in the everyday environment of management.*



Management Institute
2005 Curriculum (cont'd)

June 22 – Sept 20

Summer Break

Sept 21

Organizational Marketing

*All managers work in the marketing department, whether they know it or not. Why managers should care about marketing and how they can use it to their advantage. **Roger Lennert***

Oct 19

To Be Announced

Nov 16

Management Problem Solving

*No more imaginary exercises where your team is stranded on an island with a piece of rope and one candle. Real problems from our organization, selected by managers, will be used to learn problem-solving skills and change management skills. **Stella Cowan***

Dec 1-2

Management Conference

The conference theme will be the new vision statement developed by the Management Group and will include a dynamic speaker on leadership & management. Further development of mentoring-coaching and other timely topics.